

WHAT IS CLAIMED IS:

1. A system for permitting a user to access data on a legacy system and an intranet, comprising:

5 a computer operable by the user to communicate with the legacy system over a communication network; and

a systems interface coupled to the legacy system, wherein the systems interface comprises at least one network address that can be accessed by the computer over the communication network,

10 wherein the systems interface is adapted to route communications from the computer from the at least one network address to a separate network address corresponding to the intranet.

2. The system of claim 1, wherein the systems interface sends a command for the computer to launch a browser in order to route communications from
15 the computer to the intranet.

3. The system of claim 2, wherein the command comprises an application program interface command.

4. The system of claim 1, wherein the systems interface comprises a first server for managing protocol regarding the computer and a second server for
20 generating transactions regarding the legacy systems.

5. The system of claim 4, wherein the at least one network address comprises a first IP address corresponding to the first server and a second IP address corresponding to the second server, and wherein the separate network address comprises a third IP address.

5 6. The system of claim 4, wherein the second server sends a command to the first server to route the computer to the separate network address in order to route communications from the computer to the intranet.

7. The system of claim 4, wherein the systems interface sends at least one command for the computer to launch a browser and for the first server to route
10 the computer to the separate network address in order to route communications from the computer to the intranet.

8. The system of claim 1, wherein the computer is running application-specific client software to enable the computer to access the information from the legacy system, comprising causing a browser to be launched at the
15 computer to route communications from the computer to the intranet, and wherein the browser is displayed at the computer as an active window with the application-specific client software being minimized or hidden behind the active window.

9. The system of claim 8, wherein the computer is logged into the systems
20 interface using the application-specific client software, and wherein, the computer remains logged into the systems interface and the application-

specific client software remains an active application after the communications are routed to the intranet.

10. The system of claim 1, wherein the computer is running application-specific client software to access the information from the legacy system,

5 wherein the application-specific client software is presenting a GUI page to the user, and wherein the GUI page includes an icon or software button that can be selected or engaged by the user to initiate the routing.

11. A system for permitting a user to access data, comprising:

10 a computer operable by the user to access information from a legacy system; and

means for providing an interface between the computer and the legacy system, the means having at least a first network address,

15 wherein the means for providing an interface is adapted to route communications from the computer from the first network address to a second network address providing access to an intranet in response to a user input.

12. The system of claim 11, wherein the user input comprises engagement of a software key by the user.

13. The system of claim 11, wherein the means for providing an interface comprises at least one protocol server and at least one transaction server,

20 wherein the at least one protocol server provides an interface between the

computer and the at least one transaction server, and wherein the at least one transaction server receives requests and generates legacy system transactions.

14. The system of claim 13, wherein the means for providing an interface issues at least one command that causes the computer to launch a browser and that causes the at least one protocol server to route the computer from the first network address to the second network address.

15. A method for accessing data, comprising:

logging a computer onto a systems interface that permits remote access of legacy systems;

accessing the systems interface at a first network address;

providing a user input for accessing an intranet;

launching a browser in response to a command from the systems interface; and

accessing the intranet at a separate network address.

16. The method of claim 15, wherein the systems interface comprises a first server and a second server, wherein the first server provides an interface between the computer and the second server, wherein the first server has the first network address, wherein the second server is adapted to receive requests and generate legacy transactions, and wherein the second server has a second network address.

17. The method of claim 16, wherein the computer is logged into the first server.

18. The method of claim 16, wherein the step of providing a user input comprises one of selecting an icon and engaging a software button.

5 19. The method of claim 16, wherein the command comprises an application program interface command issued by the first server or the second server.

20. The method of claim 15, further comprising the step of displaying a technician home page corresponding to the separate network address.

21. The method of claim 20, further comprising the step of retrieving local
10 information from the intranet, the local information comprising one or more of: cross-box locations, pricing information, service information cable records, and plat records.

22. The method of claim 21, further comprising the step of returning to the systems interface.

15 23. A method for permitting a user to access data, comprising:
authenticating a computer attempting to log onto a systems interface to legacy systems;
providing access to the systems interface, the systems interface
corresponding to at least one network address;
20 receiving and processing a request for access to an intranet;

sending a message to the computer, the message causing the computer to launch a software application that seeks out a separate network address on the intranet; and

routing communications from the computer from the systems interface
5 to the separate network address.

24. The method of claim 23, wherein the systems interface comprises a first server having a first network address and a second server having a second network address, wherein the first server is for providing a protocol interface between the computer and the second server, and wherein the second server is
10 for processing requests and generating legacy transactions.

25. The method of claim 24, wherein the step of routing comprises routing communications from the computer from the first network address to the separate network address.

26. The method of claim 24, wherein the request is based on user selection
15 of an icon or a software button.

27. The method of claim 24, wherein the message comprises an application program interface command and wherein the software application is a browser.

28. A system for permitting a user to access data, comprising:
20 a computer employed by the user to access information from legacy systems,

wherein the computer is running application-specific client software to access the information from legacy systems;

wherein the application-specific client software displays a first window with a software button that can be engaged to initiate a request for access to
5 an intranet;

a systems interface to the legacy systems, the systems interface including a protocol server and a transaction server, the protocol server having a first network address and the transaction server having a second network address;

10 wherein the transaction server issues at least one message in response to the request, the at least one message causing the computer to launch a browser application as a second window, and the at least one message causing communications from the computer to be routed from the first network address to a third network address corresponding to the intranet; and

15 wherein the application-specific client software remains an active application, the user being able to toggle between the first window and the second window.